2
B.M
1.0
1.1
1.25
1.4
1.6
1.8
2.0
2.2
2.5
2.8
3.2
3.6
4.0
4.5
5.0
5.6
6.3
7.1
8.0
9.0
MICROCOPY RESOLUTION TEST CHART
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ABSTRACT

This codebook clarifies the variables used in a study analyzing the verbal behaviors of search intermediaries and library users requesting online bibliographic searches. Gathering data on 80 research interviews in seven medical libraries, the study was conducted (1) to identify verbal and nonverbal behaviors that facilitate, maintain, or impede information exchange; (2) to identify tasks that are accomplished by the librarian to facilitate information exchange; and (3) to objectively code videotaped research interviews in terms of the extent to which those tasks were accomplished. Chapters detail the method for transcribing interviews, describe coding procedures and forms, list the variables, define each variable, and provide examples of coding. (FM)

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ANALYSIS OF VERBAL BEHAVIORS IN THE PRESEARCH INTERVIEW: CODEBOOK WITH INSTRUCTIONS FOR TRANSCRIBING INTERVIEW

by

Wayne W. Crouch

and

Joseph Lucia

July 14, 1980

A report of the Presearch Interview Project
(NLM Grant No. 1 R01 LM03074)

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IR009487

Acknowledgement

The format for the codebook and the instructions for some of the variables were taken from "Dyadic Communication Study Codebook" by Brenda Dervin and Linda Dethman, University of Washington (1973-74). This coding scheme is, however, different in many ways from theirs, and the authors, or course, take full responsibility for what is presented here.

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7/14/80

I. INSTRUCTIONS FOR TRANSCRIBING INTERVIEWS

1. L -- librarian
   R -- requester

2. Type on a time line. Put words that were said at the same time above and below each other. (See example on next page.)

3. Represent silences of five seconds duration or greater by typing the word SILENCE in capital letters. Do not represent shorter silences.

4. Represent laughter or giggling by typing "(laughs)".

5. If the interview is interrupted by a third party or a telephone call, note the interruption by typing INTERRUPTION. Do not type the text of the interruption.

6. When a speaker's voice "trails off" or becomes inaudible to the other person in the dyad, represent it with four periods (....).

7. Put a question mark at the end of questions. Questions are identified by words used and by intonation. Do not put a question mark after .... even if it is the beginning of a question, unless the words that were spoken could make a complete question.

8. When you cannot understand what a speaker is saying (i.e., due to poor quality of the audio tape recording) represent it with an underline (_____) of approximately the same length as what was inaudible.

9. Type all words, parts of words, and filled pauses.

10. Common sounds that should be typed are

    um
    uh
    un hnn (no)
    uh huh (yes)
    mmm
    mm hmm (yes)

    Type the yes or no in parentheses along with the sound as shown.

11. When interchanges between the participants overlap slightly or if it is difficult to tell whether or not they overlap, type them as if they do not overlap.

12. The transcript should not include small talk associated with the videotaping prior to the start of the interview. The transcript should begin where the interview itself starts. The transcript should not include talk about the videotaping or other topics that occur after the interview ends.

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L: Uh, SILENCE I guess first thing I'm going to do is check this...first particular term. Penicillamine?
R:

L: Okay. Uhm, looks like there's no problem with that. I just want to check how far back. You want to go
R: Right.

L: from 1966? Okay. Uh, that will be our first term. Okay. Um, we're talking about the
R: Mm Hmm (yes). SILENCE

L: effects of food and drugs, uh, on penicillamine absorption from the intestine. Okay. Any particular types
R:

L: of drugs or just drugs, in other drugs in general? Okay. And no particular types
R: Other drugs in general. SILENCE

L: of food. No. Okay. From the intestine, okay. This (laughs) seems very clear to me. Uh, In fact, I
R: No. Okay.

L: have no other questions on this. You just want it in English? And human? And the adults? Um,
R: Correct. Yeah, I'd

L: Okay. Would the term adults, you want all the
R: take it in German if someone reads German. I don't read German.

L: adults, it would start from the age of 19 and go through Okay. Okay.
R: that would be fine. It's rarely ever used under 19.

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II. CODING PROCEDURES AND FORMS

1. For coding purposes, interviews are broken down into contributions, which are defined fully in a later section (Definitions of Variables). Prior to coding, contributions must be identified and numbered and a few other tasks performed. These preliminary tasks are a) proofread the transcript, b) write in contribution numbers, c) time the length of each silence, and d) record the length of each silence rounded to the nearest second under the word "SILENCE."

2. Thereafter, contributions should be considered as discrete entities. In the analysis of a contribution, it is important to proceed systematically through each variable and NOT TO DECIDE IN ADVANCE WHAT IS THE NATURE OF ANY PARTICULAR CONTRIBUTION. Each contribution will have a considerable number of questions asked about it, and these questions should be asked one by one, in order, and decisions made for each variable BEFORE going on to the next variable. Most of the questions will be on No/Yes dimensions, with No = 0 and Yes = 1. All other questions will be of a counting nature.

3. Proceed one step at a time and do not skip any steps except where explicitly told to do so after coding variable 4 and variable 15. If you code carefully and take your time, you are likely to be quite accurate.

4. Do the coding of an interview in five phases: first, variables 1-4, 6-12, 16. Then, variable 5. Then, variables 13-15, 17-34. Then, variables 35-68. Finally, variable 69.

5. GO SYSTEMATICALLY AND DO NOT HURRY. You will become faster with practice, but this type of coding does take a good deal of time, no matter how practiced you become.

Coder:

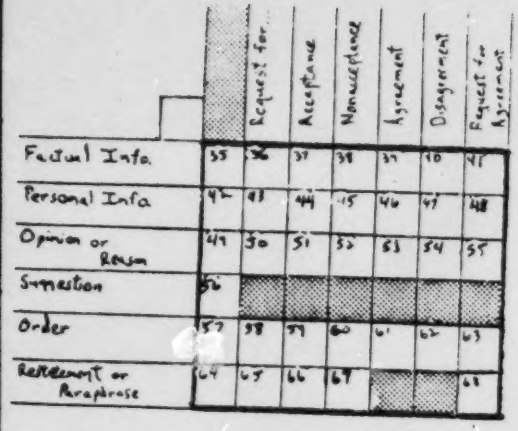
Date:

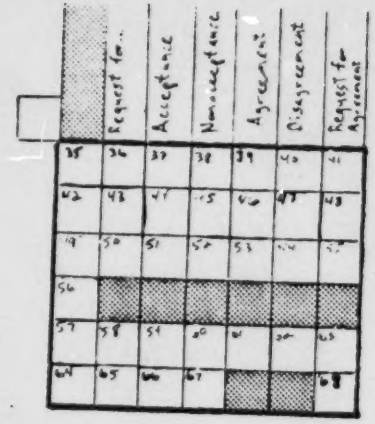
Case #:

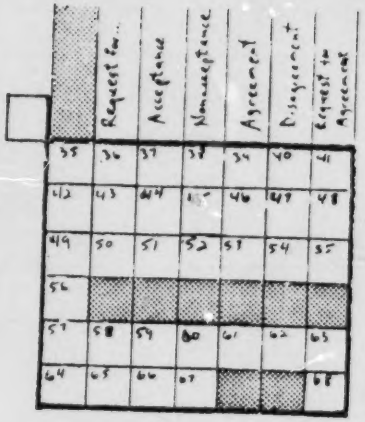
Case #	Context #	Person	SILENCE	Use of Pool	Directed to Person/Group	Number of Others	Time of Others	# of words	# of words	Turn/Interrupt Change	Reverse Turn Change
1	2	3	4	5	6	7	8	9	10	11	12

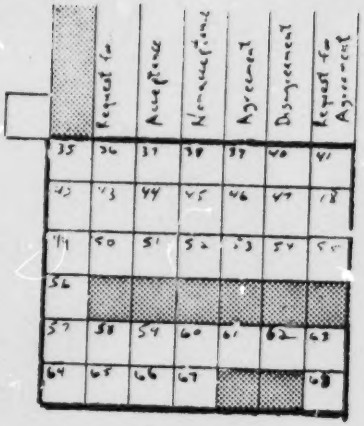
Talkover	Talkback	Confirmer	# of fillers	Recip. response (Number of Words)	Recip. response (Number of Sentences)	Ending Statement (Number of Words)	Backchannel Understood	Backchannel Misunderstood	Listening Attempt	Struggle, Making Meaning	Other	Joke Making Fun of Person	+ about other	− about other	+ about self	− about self	Request (Use of Pool)	Open Question	Closed Question	Greetings — (?) Suggestion (?)
13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34

← Counter Values





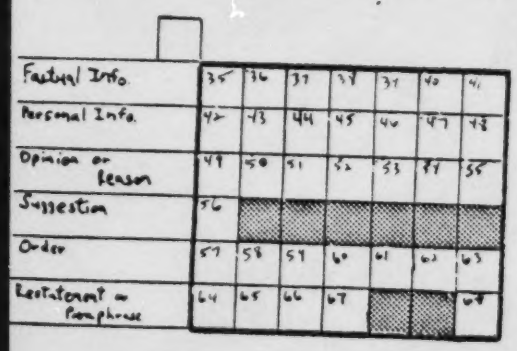


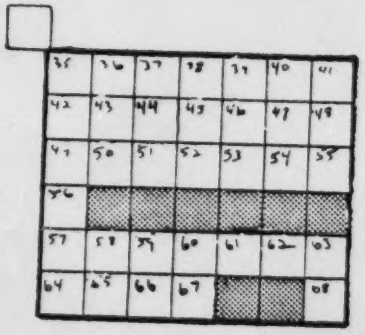


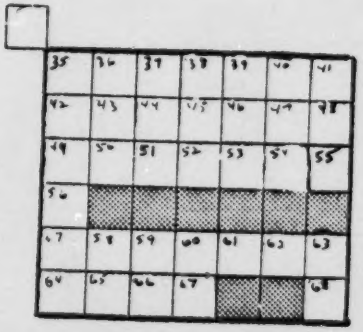
Coder:

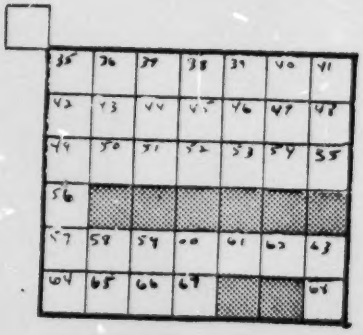
Date:

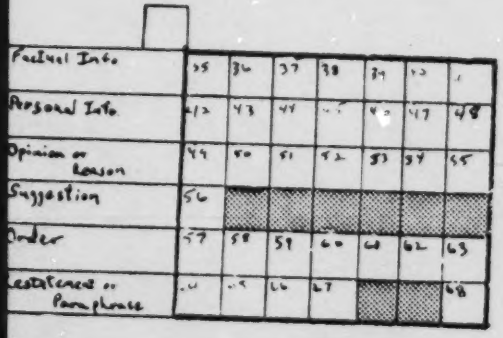
Case #:

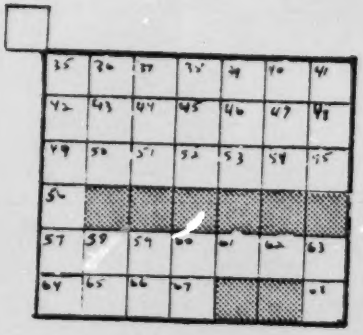


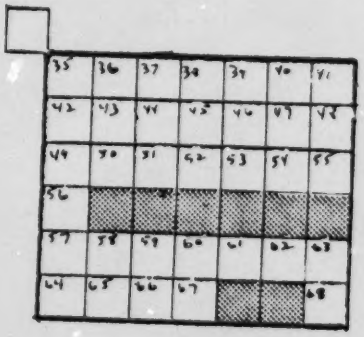


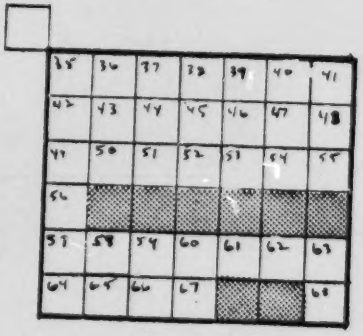












11

12

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III. LIST OF VARIABLES

1. Case #
2. Contribution #
3. Person speaking (0=SILENCE, 1=Librarian, 2=Requester)

4. SILENCE (Recorded as duration rounded to the nearest second)

5. Use of tool by the librarian (A presearch form is not a tool)

6. Greeting or polite expression
7. Name of other (with or without title attached)
8. Title of other (without name attached)

9. # of occurrences of "I don't know"
10. # of words in contribution

11. Topic or subtopic change
12. Request for permission to change topic

13. Talkover that takes the turn
14. Talkover that doesn't take the turn

15. Verbal reinforcer

16. # of filler words or phrases

17. Reciprocated nervous laughter
18. Unreciprocated nervous laughter

19. Finishing the thought of the other

20. Evaluative statement about the interview

21. Description of what contributor is doing to understand the other
22. Statement that the contributor understands the other

23. Listing alternative actions for the other to choose among

24. Statement that the speaker makes the decisions
25. Statement that the other makes the decisions
26. Statement that the speaker and the other jointly make the decisions

27. Positive statement about the other or the other's activities
28. Negative statement about the other or the other's activities
29. Positive statement about self or how self does something
30. Negative statement about self or how self does something

31. Request for clarification of a contribution

32. Open question
33. Closed question

34. Greeting or suggestion in the form of a question

35. Factual Information
36. Request for...
37. Acceptance of...
38. Nonacceptance of...
39. Agreement with...
40. Disagreement with...
41. Request for agreement with...

42. Personal information
43. Request for...
44. Acceptance of...
45. Nonacceptance of...
46. Agreement with...
47. Disagreement with...
48. Request for agreement with...

49. Opinion or reason
50. Request for...
51. Acceptance of...
52. Nonacceptance of...
53. Agreement with...
54. Disagreement with...
55. Request for agreement with...

56. Suggestion
57. Order
58. Request for a suggestion or order
59. Acceptance of...
60. Nonacceptance of...
61. Agreement with...
62. Disagreement with...
63. Request for agreement with or acceptance of...

64. Restatement or paraphrase
65. Request for...
66. Acceptance of...
67. Nonacceptance of...
68. Request for agreement with...

69. Videotape counter number

70. Coder number

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L: [1]Uh, [2](SILENCE) [3]I guess first thing I'm going to do is check this...,first particular term. Penicillamine?
R:

L: [4] [5]Okay. Uhm, looks like there's no problem with that. I just want to check how far back. You want to go
R: Right.

L: from 1966? [6] [7]Okay. Uh, that will be our first term. [8] [9]Okay. Um, we're talking about the
R: Mm Hmm (yes). (SILENCE)

L: effects of food and drugs, uh, on penicillamine absorption from the intestine. Okay. Any particular types
R:

L: of drugs or just drugs, in other drugs in general? [10] [11]Okay. [12] [13]And no particular types
R: Other drugs in general. (SILENCE)

L: of food. [14] [15]No. Okay. From the intestine, okay. This (laughs) seems very clear to me. Uh, [16] In fact, I
R: No. Okay.

L: have no other questions on this. You just want it in English? [17] [18]And human? And the adults? [19]Um,
R: Correct. Yeah, I'd

L: [20]Okay. Would the term adults, you want all the
R: take it in German if someone reads German. I don't read German.

L: adults, it would start from the age of 19 [21]and go through [22]Okay. [23]Okay.
R: that would be fine. It's rarely ever used under 19.

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IV. DEFINITIONS OF VARIABLES

Variable	Code	Instructions
1. Case #	1-82	See box
2. Contribution #	1-??	See box and example on next page.

A contribution is a sequence of words spoken by one of the participants. A word is any type of utterance, including words like "uh" and "uh huh". Nonverbal behaviors are not coded or considered to be contributions. However, they are to be considered part of the context for coding contributions.

Noises such as intake of breath or "aaah" which sometimes coincide with concentrated thought are not given a contribution number. Talking to oneself is also not given a contribution number unless the other participant reacts to it. When the other participant reacts to it, it is treated like any other utterance. An interruption by a third party and librarian/requester responses to the interruption are not given contribution numbers.

If there is no overlap of the words spoken by the participants, a contribution is the sequence of words which are uninterrupted by words spoken by another participant.

If a participant (A) tries unsuccessfully to interrupt, the unsuccessful attempt is a contribution by A, but the other participant's (B's) contribution is not considered to have ended. (The attempted interruption is considered to be a contribution by A that occurs at the same time as part of the ongoing contribution by B.)

If a participant (A) tries to interrupt and is successful, his contribution starts with his first word, and the other's (B's) contribution ends with his last word. (The contributions overlap.)

If both participants start to talk at the same time, both contributions are numbered.

```
    1                       2          3              4
L:  What is your department?           I've had several requests from that
R:                          Pediatrics.               Well, I . . .

                                   5                              6
L:  department.  Do you know why?                                 Oh, good.  Publi-
R:                                 We just received your flyer about the policy

                                   7
L:  cations sat on it for ages.    When can you . . .
R:  change.                     8  You have made quite a few
```

Variable	Code	Instructions
3. Person speaking	0 = Silence 1 = Librarian 2 = Requester	See box

Is the Contribution	Clarification:
a "silence" or attributable to the librarian or attributable to the requester?	The transcript clearly indicates whether a contribution is a silence, attributable to the librarian, or attributable to the requester. All silences of five seconds or greater duration were represented by "SILENCE" when the transcript was prepared. Only contributions so marked are to be coded as silence in Variable 3. The length of the silence rounded to the nearest second is recorded as Variable 4.

Variable	Code	Instructions
4. Silence	Length in Seconds	See Variable 3 and the box below

A contribution coded as a silence on Variable 3 and as a length on this variable is coded 0 on all subsequent variables, except Variable 5.

Variable	Code	Instructions
5. Use of a tool by the librarian	0 = No 1 = Yes	See box

Does the contribution in whole or in part include:	Clarification:
The use of a tool by the librarian?	If during a contribution the librarian is consulting an index or a list of terms or is making use of a computer terminal, then the contribution is judged to include the use of a "tool". Forms filled out by the librarian or the requester during the interview are not tools.

Variable	Code	Instruction
6. Greeting or polite expression	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Greeting or polite expression	Contribution that includes a salutation, polite remark, or expression of gratitude.

Examples of Coding:

```
    16                      17
L:  Hi.  How are you today?                          16 Code:  1
R:                          Fine, thank you.  And    17 Code:  1
              18
L:            Very well.                             18 Code:  1
R:  yourself?
```

```
    13            14
L:  OK, that's it.                                   13 Code:  0
                  Good.  Thanks for your help.       14 Code:  1

    15
L:  You're welcome.  Have a good day.                15 Code:  1
R:
```

ESSENCE: "Hello."
"Thank you."
"You're welcome."

Variable	Code	Instruction
7. Name of other	0 = No 1 = Yes	See box

Does contribution in whole or in part include:	Clarification:
Name of other	Contribution in which speaker addresses other by name (with or without title).

Examples of Coding:

	10 11	
L:	Hi, Jack, what's up?	10 Code: 1
R:	Not much, Doctor.	11 Code: 0

	9 10	
L:	Can I do anything for you, Mr. Harris?	9 Code: 1
R:	No	10 Code: 1
L:		
R:	thanks, Dave, not today.	

ESSENCE: "What can I do for you today, Jane?"
"What can I do for you today, Dr. Jones?"

Variable	Code	Instruction
8. Title of Other	0 = No 1 = Yes	See box

Does contribution in whole or in part include:	Clarification:
Title of Other	Contribution in which speaker addresses other by title only (name not used).

Examples of Coding:

```
    11
L:  If it's alright with you, Doctor, I'll just     11 Code:  1
R:
                        12
L:  leave this here.
R:                  Sure.  No problem, Floyd.       12 Code:  0
```

```
    13                  14
L:  Hello, Dr. Swift.                               13 Code:  0
R:                      Hi, Tom.                    14 Code:  0
```

ESSENCE: "What can I do for you today, Doctor?"
"Your Honor." "Sir." "Mam."

9. Variable	Code	Instructions
# of "I don't know"	0: ?	Count the total number of "I don't know," within the contribution. "I don't know" should not be connected with a completed thought and should be set off from the rest of the dialogue by some kind of punctuation, such as commas, dashes, etc. See box.

Examples of coding:

21		
L: Well, we might be able to, uh, I don't know,	Code: 21: 1	
R:		
L: try another data base like ERIC[22]		
R: Okay, fine.	Code: 22: 0	

14	15	
L: Here's the list of organic psychoses	Code: 14: 0	
R: Uh, I	Code: 15: 0	
L:		
R: don't know, if it will be there.		

Variable	Code	Instructions
10. # of words in the contribution	0 - ?	Count the total number of words (including filler words) in the contribution.
11. Topic or Subtopic Change	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Topic or Subtopic Change	Contribution in which speaker initiates a new topic or subtopic of discussion. (The first contribution is always coded "1".)

Examples of Coding:

```
    14                                  15
L:                                      Fine.  Now with      14 Code:  0
R:  That sounds like what I'm after.                         15 Code:  1

L:  respect to your second question, what approach
R:

L:  should I take to that?
R:


    11                                  12
L:  So, "hemoglobin" is the term.                            11 Code:  0
R:                                      Yeah, but check      12 Code:  0

                            13
L:                          Sure.  There are several         13 Code:  0
R:  under "blood" as well.

                      14
L:  cross listings.
R:                    Good.  Use those too.  On the          14 Code:  1
L:
R:  other part then, melanin and skin cancer, what
L:
R:  about that?
```

Variable	Code	Instructions
12. Request for Permission to Change Topic	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Request for Permission to Change Topic	Contribution in which speaker explicitly asks permission to move from one topic or subtopic of discussion to another.

Examples of Coding:

```
        12
L:
R:  It's related to processes like mitosis.          12 Code:  0

        13
L:  What about motherhood, could we explore          13 Code:  1
R:

                    14
L:  that later?
R:                  Sure, but let's finish this first.  14 Code:  0
```

```
        18
L:  Shouldn't we talk about treatment plans now?     18 Code:  1
R:

        19
L:
R:  No, I think we better devote more time to this   19 Code:  0

L:
R:  diagnosis.  It's fairly complex.
```

ESSENCE: "Do you think we can talk about _____ now?"
"Could we go on to setting the schedule now?"

Variable	Code	Instruction
13. Talkover that takes the turn	0 = No 1 = Yes	See box

Does contribution, in whole or in part, include a:	Clarification:
Talkover that takes the turn	Talkover: contribution which begins while other continues. If the contribution begins during a short pause which is clearly the end of a statement, then it is not considered to be a talkover, unless the first speaker resumes his/her topic within two seconds without regard to the statement begun by the other speaker. When both contributions start at the same time, neither is coded as a talkover. Takes the turn: talked-over contribution ends prior to end of talkover.

Examples of coding:

```
    16              17
L:  We will use three books that
R:                  Why?
L:  are only available in the new wing.
R:
```

16 Code: 0
17 Code: 0

```
    16                      17  18
L:  We will use three books.    Because
R:                          Why?
L:  they are available in the new wing.
R:
```

16 Code: 0
17 Code: 1
18 Code: 0

Variable	Code	Instruction
14. Talkover that does not take the turn	0 = no 1 = yes	See box

Does the contribution, in whole or in part, include a: Talkover that does not take the turn	Clarification: Talkover: See Variable 13. Does not take the turn: Talked over contribution continues beyond end of talkover.

Examples of coding:

```
    16                17
L:  We will use three books that          16 Code:  0
R:                    Why?                17 Code:  1

L:  are only available in the new wing.
R:
```

```
    16                      17  18
L:  We will use three books.    Because   16 Code:  0
R:                          Why?          17 Code:  0
                                          18 Code:  0
L:  they are available in the new wing.
R:
```

Variable	Code	Instructions
15. Verbal reinforcer	0 = No 1 = Yes	See box

A contribution coded yes (1) on this variable is coded no (0) on all subsequent variables except for the following (for which a decision must be made):

all "acceptance" and "agreement" variables (37, 39, 44, 46, 51, 53, 59, 61, 66). A verbal reinforcer is always coded as an acceptance of whatever characteristic is coded for the ongoing contribution of the other. It is only coded as an agreement when it clearly shows agreement in addition to acceptance.

# of words in contribution (10) which will usually be coded "1" for "mm mm" or "uh huh" but can be a larger number for a verbal reinforcer such as "oh, yeah, okay."

Does the contribution, in whole or in part, include a:	Clarification:
Verbal reinforcer	Contributions that are talkovers that do not take the turn which 1)were not attempts to interrupt but 2)were indications of acceptance of what the other was saying or of his right to continue speaking. "Uh huh", "okay", etc. that occur during other's contribution are verbal reinforcers & acceptances. If they occur after a contribution by other, they are just acceptances.

Examples of Coding:

```
    8           9
L:              Uh huh                          8 Code:  0
R:  We will need to search the last             9 Code:  1

    8        9
L:          Okay,                               8 Code:  0
R:  I think we should use several.              9 Code:  1

    8                    9
L:                       Okay, but...           8 Code:  0
R:  I think we should use several.              9 Code:  0
```

ESSENCE: "mm hmm"

16. # of Fillers

Instructions:

Count and record the total number of filler words or filler phrases in the contribution. For examples see box.

Filler words: uh, oh, uh, hm, ah, er, um, well, gee, well I guess, anyway, say, yeah -- (when not obviously an answer or connected with a complete thought). Generally, these words are by themselves, set off by punctuation. When "okay" or something like it is an acceptance, it is not a filler word.

Filler phrases: You know, I know, you see, let me see, let's see -- when used by themselves or set off by punctuation.

Examples of coding:

30
L:
R: Um, I'd, uh, like you to, you know, try Code: 30 - 4 fillers

31
L: Um, okay, so just Code: 31 - 1 filler
R: it, uh, the broader way.
L: antisocial personality.
R:

43 44
R: Well, you could do it that way. Code: 43 - 1 filler
L: Now, well, Code: 44 - 3 fillers
R:
L: anyway, if you think that's best then I will

45
R: Mm hmm(yes), I do. Code: 45 - 0 fillers
L:

Variable	Code	Instruction
17. Reciprocated nervous laughter	0 = no 1 = yes	See box

Does the contribution, in whole or in part, include:	Clarification:
Reciprocated nervous laughter	Nervous laughter: Contribution which includes nervous laughter or giggling. Reciprocated: Other also laughs or giggles at the same time, immediately before, or immediately after.

18. Unreciprocated nervous laughter	0 = no 1 = yes	See box

Does the contribution, in whole or in part, include:	Clarification:
Unreciprocated nervous laughter	Nervous laughter: See Variable 17 for clarification. Unreciprocated: Other does <u>not</u> laugh or giggle at the same time, immediately before, or immediately after.

Variable	Code	Instruction
19. Finishing the thought of the other	0 = no 1 = yes	See box

Does the contribution in whole or in part, include Finishing the thought of the other	Clarification: Contribution which continues on from the immediately prior contribution in such a way so as to complete that prior contribution

Examples of coding:

	6	
L:		
R:	Bacteremia is when you have, uh,	6 Code: 0
	7	
L:	bacteria in the bloodstream, I know.	7 Code: 1
R:		

	13	14	
L:		case of outpatients	13 Code: 0
R:	So I'm interested in, in		14 Code: 1
	15		
L:			
R:	Mmm hmm, right.		15 Code: 0

Variable	Code	Instruction
20. Evaluative statement about interview	0 = No 1 = Yes	See box

Does contribution in whole or in part include an:	Clarification:
Evaluative statement about interview	Contribution in which mention is made of interview itself--its success, failure, probability of success or failure, or limitations.

Examples of Coding:

```
    24                25
L:                    Yes.  I think with the          24 Code:  0
R:  Is that about it?                                 25 Code:  1
L:  information you've given me this should
R:
                      26
L:  be quite simple.                                  26 Code:  1
R:                  That's encouraging.  Well,
L:
R:  I've enjoyed answering your questions.
```

```
    18
L:  I don't think this approach is going to succeed.  18 Code:  1
R:
L:  Maybe we should try doing it differently.
R:
    19
L:
R:  OK, you could relate frequency of sinus infec-    19 Code:  0
L:
R:  tions to seasonal rainfall--that would be a
          20
L:        Yeah, that feels better.  Now our luck      20 Code:  1
R:  start.
L:  should improve--six articles listed already.
R:
```

ESSENCE: "This has been very helpful."
"This is dull."

Variable	Code	Instruction
21. Description of what speaker is doing to understand the other or to make a decision	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Description of what contributor is doing to understand the other or to make a decision	Contribution in which speaker describes what he is doing in order to facilitate understanding the other's statements or requests or to make a decision.

Examples of Coding

```
    10
L:  Let me repeat that to see if I've                10 Code: 1
R:
                  11 12
L:  got it right.   Image formation in               11 Code: 0
R:                OK                                 12 Code: 0
L:  the concrete operations period of
R:
                  13
L:  development.
R:                That's right.                      13 Code: 0
```

```
    12
L:  Now I'll look in the index to see how            12 Code: 1
R:
L:  what you're after is broken down there.
R:
    13
L:
R:  That's probably a good idea.  If nothing         13 Code: 1
L:
R:  sounds good there I can probably give you
L:
R:  some further information that will help us
L:
R:  figure this out.
```

ESSENCE: "Let me look in the dictionary so I understand more clearly what you mean."

Variable	Code	Instruction
22. Statement that Contributor Understands the Other	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Statement that Contributor Understands the Other	Contribution which indicates speaker understands other's statements or desires or needs.

Examples of Coding:

9
L:
R: Specifically, it's whether or not these three — 9 Code: 0
L:
R: brain-type enzymes are present in the blood of
10
L: Ah, now I see — 10 Code: 1
R: those with lymphatic cancer.
L: what you mean
R:

11
L: So you're interested in the effect of weather — 11 Code: 0
R:
12 13
L: on suicide rates. OK, got it. — 12 Code: 0
R: Mm hm. — 13 Code: 1

ESSENCE: "I understand"
"I see, yes"
"Gotcha" (slang)

Variable	Code	Instruction
23. Listing Alternatives for the Other to Choose Among	0 = No 1 = Yes	See box

Does contribution in whole or in part include:	Clarification:
Listing Alternatives for the Other to Choose Among	Contribution in which speaker points out to other different ways of approaching a task or problem or offers other kinds of choices for other to choose among. When two or more subsequent contributions by the same speaker constitute alternatives for the other to choose among, each of these contributions is coded as "listing alternatives".

Examples of Coding:

	17	18	
L:		Well, we can	17 Code: 0
R:	What's the best way to find this?		18 Code: 1
L:	look under infectious diseases, in the index,		
R:			
L:	and then go to the computer terminal, or we can		
R:			
L:	use the pharmacological directory, or we can		
R:			
L:	merely check these dictionaries and encyclopedias.		
R:			
	19		
L:			
R:	Let's try the index and computer, that sounds the		19 Code: 0
L:			
R:	most thorough.		

ESSENCE: "We can do a)_____, b)_____, Or c)_____."

Variable	Code	Instruction
24. Statement that speaker makes the decision	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Statement that speaker makes the decision	Contribution in which speaker indicates that he/she will make, is making, or has made a decision (or decisions).

Examples of Coding:

11

L:
R: My topic is the success rate of radiation — 11 Code: 0

12

L: Well, — 12 Code: 1
R: therapy in treating thoracic cancer.

L: if you can be a little more specific, I'll
R:

L: try to figure out the best sources for the
R:

L: information you want.
R:

17

L: OK. I'm going to run this on Index Medicus; — 17 Code: 0
R:

18

L: that'll get us what you need.
R: Sounds good to me. — 18 Code: 0

ESSENCE: "I will decide."
"I've decided how to do this."

Variable	Code	Instruction
25. Statement that other makes the decision	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Statement that other makes the decision	Contribution in which speaker indicates that the other will make, is making, or has made a decision (or decisions).

Examples of Coding:

9
L: Is there any specific way you'd like — 9 Code: 0
R:
10
L: to approach this?
R: No, I think I'll leave — 10 Code: 1
L:
R: it up to you to decide what's best

11
L: Here's the list of terms under "hemangioma." — 11 Code: 1
R:
L: Decide which ones are relevant and I'll note
R:
12
L: them here.
R: "Subglottic stenosis" is the most — 12 Code: 0
L:
R: relevant of them all.

ESSENCE: "You decide how to do it."
"You've decided how to do it."

Variable	Code	Instruction
26. Statement that speaker and other jointly make the decision	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Statement that speaker and other jointly make the decision	Contribution in which the speaker indicates that they will make, are making, or have made a decision (or decisions) jointly.

Examples of Coding:

```
    13
L:  Once we've gone over your subject it will          13 Code: 0
R:
                    14
L:  become clearer.
R:                  How will we decide what approach   14 Code: 0
            15
L:          Between the two of us, arriving at a       15 Code: 1
R:  to take?
L:  decision won't be difficult.
R:
```

```
    15
L:  Do you want me to decide how to get the            15 Code: 0
R:
                16
L:  information?
R:              No, I would be more comfortable if     16 Code: 1
L:
R:  we did it together.
```

ESSENCE: "We'll decide how to do it."
"We've decided how to do it."

Variable	Code	Instruction
27. Positive statement about other or other's activities	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Positive statement about other or other's activities	Contribution which includes a positive or supportive comment about the other person or about something the other person has done.

Examples of coding:

78 79

L: Well that about does it. 78 Code: 0
R: Good. I think 79 Code: 1
L:
R: you've managed to cover all bases for me.

80

L: Good. Thank you. 80 Code: 0
R:

8

L:
R: Let me just write down some terms. 8 Code: 0

9

L: Okay. Oh, you have nice handwriting. 9 Code: 1
R:

10

L:
R: Well at least it's legible. 10 Code: 0

ESSENCE: "You're a good librarian."
"You do that well."

Variable	Code	Instruction
28. Negative statement about other or other's activities	0 = No 1 = Yes	See box

Does contribution, in whole or in part, include a:	Clarification:
Negative statement about other or other's activities.	Contribution which includes a negative or non-supportive statement about the other person or about something the other person has done.

Examples of coding:

	91 92	
L:	So let's check in MESH again.	91 Code: 0
R:	I don't	92 Code: 1
L:		
R:	think you looked very carefully before	

	26 27	
L:	Is there a problem?	26 Code: 0
R:	I'm not satisfied with the	27 Code: 1
L:		
R:	terms you've picked out.	

ESSENCE: "You aren't a good librarian."
"You don't do that very well."

Variable	Code	Instruction
29. Positive statement about self, attribute of self, or how self does something	0 = No 1 = Yes	See box

Does the contribution, in whole or in part, include a:	Clarification:
Positive statement about self, attribute of self, of how self does something.	Contribution which includes a positive or supportive statement about self, some attribute of self or how self does something or performs some activity.

Examples of coding

```
    48              49
L:                  I've got this down to a system now.   48 Code:  0
R:  That was quick.                                       49 Code:  1
```

```
    18
L:  Is there anything else we can look under?             18 Code:
R:

    19
L:
R:  I don't think so.  I've formulated the question       19 Code:
L:
R:  as accurately as possible.
```

ESSENCE: "I do this well."
"I am a good librarian."

Variable	Code	Instructions
30. Negative statement about self, attribute of self, or how self does something	0 = No 1 = Yes	See box

Does contribution, in whole or in part, include a:	Clarification:
Negative statement about self, attribute of self, or how self does something.	Contribution which includes a negative or non-supportive statement/ comment about self, attribute of self, or how self does something.

Examples of coding:

```
    21                      22
L:  Now I think I've got it.                    21 Code:  0
R:                          Oh, I'm still not   22 Code:  1
L:
R:  satisfied with the way I phrased the question
```

```
    13              14
L:                  Spell that for me.  I can't   13 Code:  0
R:  It's peanlenkopia.                            14 Code:  1
L:
R:  spell at all.
```

ESSENCE: "I'm not good at this."
"I'm a bad librarian."

Variable	Code	Instruction
31. Request clarification of contribution	0 = No 1 = Yes	See box

Does the contribution, in whole or in part, include a:	Clarification:
Request clarification of a contribution	Contribution which asks explicitly for further explanation or meaning about the preceding contribution.

Examples of coding:

	36	
L:		
R:	Well, particularly concerning viral infections	36 Code: 0
	37	
L:	What do you mean by viral infections - you'll	37 Code: 1
R:		
L:	have to be more specific.	
R:		

	88	
L:		
R:	I'm interested in incidence of Bacteremia.	88 Code: 0
	89	
L:	What is Bacteremia?	89 Code: 1
R:		

ESSENCE: "What do you mean by that?"

Variable	Code	Instruction
32. Open question	0 = No 1 = Yes	See box

Does contribution in whole or in part, include an: Open question	Clarification: Question: Contribution that asks for something from the other because of the words chosen or the inflection in the way it is said. Any group of words that would be typed with a question mark following them. Open question: any question that asks the other to answer in his own words and does not explicitly or implicitly provide responses for other to choose between or among.

Examples of coding:

```
    1                          2
L:  OK, Jim, what's your topic?                    1 Code:  1
R:                             Uh, psychological   2 Code:  0

                                       3
L:                                     Okay.       3 Code:  0
R:  profiles of mothers of homosexuals.
```

```
    103                        104
L:  Okay, why do you need this?                    103 Code:  1
R:                             For a class presen- 104 Code:  0

            105
L:          Alright.  And when do you need it?     105 Code:  0
R:  tation.
    106
L:
R:  By next Tuesday                                106 Code:  1
```

ESSENCE: What? When? Where? Why? How? Who?

Variable	Code	Instruction
33. Closed question	0 = No 1 = Yes	See box

Does the contribution, in whole or in part, include a:	Clarification:
Closed question	Question: See 16 for clarification. Closed question: any question that implicitly or explicitly asks the other to choose between or among responses that are implied or stated.

Examples of coding:

	62 63	
L:	Which of these is most important?	62 Code: 1
R:	The one on	
L:		
R:	enzyme function.	63 Code: 0

	55	
L:	So you want to go back to 1966 with this?	55 Code: 1
R:		
	56 57	
L:	What languages?	56 Code: 0
R:	Yes, please.	57 Code: 0

ESSENCE: "Which?" "Will you?" "Do you?" "Are you?" "Is this...?"

Variable	Code	Instruction
34. Greeting or suggestion in the form of a question	0 = No 1 = Yes	See box

Does contribution in whole, or in part, include a:	Clarification:
Greeting or suggestion in the form of a question.	Statements such as "How are you?" and "Would you mind filling out this form?" which, though phrased as questions, function in context as greetings or suggestions rather than as questions. Such statements are <u>not</u> to be coded as "open" or "closed" questions, since they are viewed as suggestions.

Examples of Coding:

```
    1                                   2
L:  Hello.  How are things with you?                1 Code:  1
R:                                      Fine.       2 Code:  1

                3
L:              Okay.                               3 Code:  0
R:  How are you?
```

```
    4
L:  Would you mind filling out these forms for      4 Code:  1
R:

       5
L:  me?
R:     No, not at all.                              5 Code:  0
```

ESSENCE: "How are you?"
"Would you do this for me?"

Variable	Code	Instruction
35. Factual Information	0 = No 1 = Yes	See box

Does contribution in whole, or in part, include factual information	Clarification: Contribution which gives factual non-evaluative information, comments, or statements about a topic. When the speaker gives information about a relationship between other and a subject the contribution is coded as factual information. (See third example, below).

Examples of Coding:

```
    22
L:  Penicillin is listed here as an antibiotic.      22 Code: 1
R:

    23
L:
R:  That's right.                                    23 Code: 1
```

```
    26
L:  Genus is a broader category than species,        26 Code: 0
R:
          27
L:  right?
R:        No, species is the larger category.        27 Code: 1
L:
R:  Genus is a differentiated group within species.
```

```
    14
L:  Oh, you're specializing in brain pathology.      14 Code: 1
R:

    15
L:
R:  Right, mm hm.                                    15 Code: 0
```

ESSENCE: "Leukemia is a disease of the blood."

Variable	Code	Instruction
36. Request for factual information	0 = No 1 = Yes	See box

Does the contribution, in whole or in part, include a: Request for factual information	Clarification: Contribution which asks for factual information

Examples of Coding:

29 30 L: Is this related to leukemia? R: Yes, it's a L: R: similar disease of the blood.	29 Code: 1 30 Code: 0
21 L: R: Is there a category in the index for 22 L: Yes, of course. R: pleurisy?	21 Code: 1 22 Code: 0

ESSENCE: "Is Leukemia only a disease of the blood?"

Variable	Code	Instruction
37. Acceptance of Factual Information	0 = No 1 = Yes	See box

Does the contribution in whole or in part include an:	Clarification:
Acceptance of Factual Information	Contribution which shows acceptance of factual information without agreeing or disagreeing with it.

Examples of Coding:

```
    17
L:  No alternate terms for bacteriophage are          17 Code: 0
R:
            18
L:  listed.
R:          Alright.                                  18 Code: 1
```

```
    16
L:  Occupational therapy is classified as             16 Code: 0
R:
                  17
L:  rehabilitation.
R:                mm hm (yes)                         17 Code: 1
    18                  19
L:  I can't find it here.                             18 Code: 0
R:                      Are you sure?  That's         19 Code: 0
                   20
L:                 Frank said he was going to         20 Code: 0
R:  where I left it.
                     21
L:  use it last night.
R:                   Oh, yeah... I wonder             21 Code: 1
L:
R:  if he did.
```

ESSENCE: "OK"
"Uh huh."

Variable	Code	Instruction
38. Nonacceptance of Factual Information	0 = No 1 = Yes	See box

Does contribution in whole or in part include an:	Clarification:
Nonacceptance of Factual Information	Contribution which shows nonacceptance of factual information without agreeing or disagreeing with it.

Examples of Coding:

	22	
R:	It's usually indexed under bone pathology.	22 Code: 0
L:		
	23	
R:		
L:	Here we are: rain and the spread of	23 Code: 0
	24	
R:	That's got nothing to do with it.	24 Code: 1
L:	bacteria.	

	27	28	
L:	It's snowing.		27 Code: 0
R:		What? In Bermuda, during June?	28 Code: 1

ESSENCE: "What you've said is not pertinent."
"No. No. I asked for your opinion, not the consensus."

Variable	Code	Instruction
39. Agreement with Factual Information	0 = No 1 = Yes	See box

Does contribution in whole or in part include an: Agreement with Factual Information	Clarification: Contribution which demonstrates agreement with other's statement of factual information.*

Examples of Coding:

```
    18                              19
L:  Hemophilia is a blood disease.                  18 Code:  0
R:                                  That's          19 Code:  1
L:
R:  right, yeah.
```

```
    25
L:  Canker, c-a-n-k-e-r is a symptom of syphillis.  25 Code:  0
R:
    26                                  27
L:                                      Oh, that's  26 Code:  0
R:  No it isn't, it's a plant disease.              27 Code:  0
L:  right, I'm thinking of chancre, c-h-a-n-c-r-e,
R:
                        28
L:  which is the symptom.
R:                      Yeah, that's it.            28 Code:  1
```

ESSENCE: "Yes, Right."

* see note at back of codebook

Variable	Code	Instruction
40. Disagreement with Factual information	0 = No 1 = Yes	See box

Does contribution in whole or in part include a.	Clarification:
Disagreement with Factual Information	Contribution which demonstrates disagreement with other's statement of factual information*

Examples of Coding:

```
    31
L:  There's an organization called ART, Association     31 Code:  0
R:
L:  of Research Technologists, headquartered in
R:
              32
L:  Arizona.
R:          No, they have a branch office there, but    32 Code:  1
L:
R:  the headquarters are in New Mexico.
```

```
    41
L:  Einstein never finished elementary school           41 Code:  0
R:
    42
L:                                                      42 Code:  1
R:  That's not true.
```

ESSENCE: "No, I don't agree."

* see note at back of codebook

Variable	Code	Instruction
41. Request for Agreement with Factual Information	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Request for Agreement with Factual Information	Contribution which asks the other to agree with a particular factual statement. Certain contributions may be stated as facts, while the speaker's inflection indicates that a request for agreement is implied. Such statements are coded as factual information and as requests for agreement with factual information (see third example, below).

Examples of Coding:

	37	
L:	Lobotomies are very rare these day, aren't	37 Code: 1
R:		
	38	
L:	they?	
R:	Yes, it's an obsolete form of treatment.	38 Code: 0

	45	
L:	They've developed a more potent small pox serum	45 Code: 0
R:		
	46	
L:	in Hungary.	
R:	Oh yeah, one of the scientists who	46 Code: 1
L:		
R:	helped do so defected, didn't he?	

	71	
L:	The child you're talking about is deaf?	71 Code: 1
R:		
	72	
L:		
R:	Yes, mm hm.	72 Code: 0

ESSENCE: "The grant came through, <u>right</u>?"

Variable	Code	Instruction
42. Personal Information	0 = No 1 = Yes	See box

Does contribution in whole or in part include:	Clarification:
Personal Information	Contribution which expresses or implies a relationship between speaker and some subject. Statements of personal information will generally be made in the first person. Any contribution in which the subject is an "I" or a "We" will be coded as personal information. When, however, the relationship between the speaker and a subject is implied, a first person pronoun may not be found in the statement.

Examples of Coding:

```
    7
L:
R:  This is for a paper I'm writing on teles-          7 Code:  1

          8
L:        Fine.  No problem.                           8 Code:  0
R:  thesia.
```

```
    1                        2
L:  You're Dr. Stevens, right?                         1 Code:  0
R:                           Yes.  I've come           2 Code:  1
L:
R:  to get some information on radiological
L:
R:  treatment for advanced nephritis.
```

```
    4
L:
R:  Paranormal experiences & schizophrenics, a         4 Code:  1

                             5
L:                           Oh, sounds inter-         5 Code:  0
R:  personal interest, my hobby.
L:  esting.
R:
```

ESSENCE: 1. "I'm interested in Biochemistry."
2. "I need to know about phagocytes for my biology test."

Variable	Code	Instruction
43. Request for Personal Information	0 = No 1 = Yes	See box

Does contribution in whole or in part include:	Clarification:
Request for Personal Information	Contribution which asks for personal information.

Examples of Coding:

19
L: Aren't you the internist working on the — 19 Code: 1
R:

20
L: nephitis case?
R: Yea, I am. — 20 Code: 0

24
L: Are you interested in how the system works? — 24 Code: 1
R:

25
L:
R: Yea, of course. — 25 Code: 0

ESSENCE: 1. "Why do you want to know this?"
2. "How does this relate to you?"

Variable	Code	Instruction
44. Acceptance of Personal Information	0 = No 1 = Yes	See box

Does contribution in whole or in part include an: Acceptance of Personal Information	Clarification: Contribution which shows acceptance of personal information without agreeing or disagreeing with it.

Examples of Coding:

```
    11
L:
R:  I need this for a case I'm working on.          11 Code:  0
    12
L:  OK.                                             12 Code:  1
R:
```

```
    4
L:  Are you one of the doctors from the radiology   4 Code:  0
R:
          5
L:  clinic?
R:        Yes, but I'm an internist, not a          5 Code:  0
               6
L:             Mmm, hm, I see.                      6 Code:  1
R:  radiologist.
```

ESSENCE: "OK" (I accept what you've said)

Variable	Code	Instruction
45. Nonacceptance of Personal Information	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Nonacceptance of Personal Information	Contribution which shows nonacceptance of personal information without agreeing or disagreeing with it.

Examples of Coding:

```
    1
L:
R:  Hello.  I'd like to have a computer search          1 Code:  0

                                  2
L:                                I'm sorry sir, this   2 Code:  1
R:  done on tardive dyskinesia.
L:  is the wrong desk for that.
R:
```

```
    31
L:
R:  I'm going out of town tomorrow and I won't be      31 Code:  0

                       32
L:                     But what I'd like to know is    32 Code:  1
R:  back for a week.
L:  what you need the information for.
R:
```

ESSENCE: "What you've said is not pertinent."
"Well, okay, but what I wanted to know was..."

Variable	Code	Instruction
46. Agreement with Personal Information	0 = No 1 = Yes	See box

Does contribution in whole or in part include an:	Clarification:
Agreement with Personal Information	Contribution which demonstrates agreement with a previous contribution which included personal information.*

Examples of Coding:

	26 27	
L:	I enjoy doing this kind of search.	26 Code: 0
R:	I can	27 Code: 1
L:		
R:	see why. It's fun to watch.	

L:	I've often found that the published	15 Code: 0
R:		
L:	material bears very little on the needs	
R:		
	16	
L:	of clinicians.	
R:	Yes, I'm sure thats true.	16 Code: 1

ESSENCE: "Yes, I'm interested in biology, too."

* see note at back of codebook

Variable	Code	Instruction
47. Disagreement with Personal Information	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Disagreement with Personal Information	Contribution which demonstrates disagreement with a previous contribution which included personal information.*

Examples of Coding:

```
    18
L:  I've often found the published material          18 Code:  0
R:
                                19
L:  doesn't satisfy clinicians.
R:                              Well, I don't think  19 Code:  1
L:
R:  that's really true.  I've often been satisfied.
```

```
    6
L:
R:  I need some information on          in verte-     6 Code:  0
          7    8
L:        Okay.                                      7 Code:  0
R:  brates.      I enjoy doing this Zoology research. 8 Code:  0
    9
L:  Frankly, I don't.  I find it dry.                 9 Code:  1
R:
```

ESSENCE: "No, I don't agree that biology is interesting."

* see note at back of codebook

Variable	Code	Instruction
48. Request for Agreement with Personal Information	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Request for Agreement with Personal Information	Contribution which requests agreement with personal information.

Examples of Coding:

```
    3
L:
R:  I could do part of the search by hand,          3 Code: 1
          4
L:        Mm hm, that's right.                      4 Code: 0
R:  right?
```

```
    44
L:
R:  I'll give you some other terms, okay?           44 Code: 1
    45
L:  Yeah, that's a good idea.                       45 Code: 0
R:
```

ESSENCE: I'm going to look through this book, okay?

Variable	Code	Instruction
49. Opinion or reason	0 = No 1 = Yes	See box

Does contribution, in whole or in part, include an: opinion or reason	Clarification: Contribution which is evaluative about a topic, including such words as 'feel', 'think', 'hope', 'desire', 'like', etc.. Contribution which expresses feelings, emotions, reasonings about a topic. Opinions or reasons <u>are</u> <u>not</u> also coded as factual information, personal information etc..

Examples of coding:

```
    6
L:  I think this will be an easy search                    6 Code:  1
R:
    7
L:
R:  Good.  I hope so.                                      7 Code:  0
```

```
    11                                  12
L:  Kinesiology and vitamin therapy?                       11 Code:  0
R:                                  Right.  But            12 Code:  1
L:
R:  also look under holistic healing, because
L:
R:  that's where most of the material should be.
```

ESSENCE: "I think_____"
"I like_____"
"It's as I said because_____"
"I'm sure that_____"

Variable	Code	Instruction
50. Request for an opinion or reason	0 = No 1 = Yes	See box

Does contribution, in whole or in part, include a:	Clarification:
Request for an opinion or reason	Contribution which asks for an opinion or reason.

Examples of coding:

19 L: What do you think of putting in sex R: 20 L: deviation? R: That seems like a good idea.	19 Code: 1 20 Code: 0
112 L: So you think that you'll get a lot of R: 113 L: citations? R: No, I don't think much has been L: R: written.	112 Code: 1 113 Code: 0

ESSENCE: "What do you think about _____?"
"What do you feel about_____?"

Variable	Code	Instruction
51. Acceptance of an Opinion or Reason	0 = No 1 = Yes	See box

Does contribution in whole, or in part include an:	Clarification:
Acceptance of an Opinion or Reason	Contribution which shows acceptance of an opinion or reason without agreeing or disagreeing with it.

Examples of coding:

```
        40
L:  I think running this search off-line          40 Code: 0
R:
                          41
L:  would be a good idea.
R:                        Okay, fine.             41 Code: 1
```

```
        34
L:
R:  I don't think I'll need this for at least     34 Code: 0
              35
L:            Alright, I'll wait on it.           35 Code: 1
R:  a week.
```

ESSENCE: "OK" (I accept your opinion.)

Variable	Code	Instruction
52. Nonacceptance of an Opinion or Reason	0 = No 1 = Yes	See box

Does contribution in whole, or in part include a:	Clarification:
Nonacceptance of an Opinion or Reason	Contribution which shows nonacceptance of an opinion or reason without agreeing or disagreeing with it.

Examples of coding:

	11 12	
L:	I don't like Ezra Pound's poetry.	11 Code: 0
R:	What?	12 Code: 1
L:		
R:	We're talking about anemia.	

	37	
L:	I think TV has compounded the problem.	37 Code: 0
R:		
	38	
L:		
R:	I don't see how that relates to phosphate	38 Code: 1
L:		
R:	pollution.	

ESSENCE: That opinion is not pertinent...(to the business at hand)

Variable	Code	Instruction
53. Agreement with an Opinion or Reason	0 = No 1 = Yes	See box

Does contribution in whole, or in part include an:	Clarification:
Agreement with an Opinion or Reason	Contribution which demonstrates agreement with other's opinion or reason.*

Examples of coding:

	21	
L:	I think we do as good a job here as	21 Code: 0
R:		
	22	
L:	anywhere else.	
R:	Yeah, I think that's true.	22 Code: 1

	28	
L:		
R:	I have good luck with online searches.	28 Code: 0
	29	
L:	Yes, when done well.	29 Code: 1
R:	I think they're thorough.	

ESSENCE: "Yes, I agree with your opinion."

* see note at back of codebook

Variable	Code	Instruction
54. Disagreement with an Opinion or Reason	0 = No 1 = Yes	See box

Does contribution in whole, or in part include a:	Clarification:
Disagreement with an Opinion or Reason	Contribution which demonstrates disagreement with other's opinion or reason.*

Examples of coding:

```
    16
L:  Well, I think online searches are usually          16 Code: 0
R:
                    17
L:  very thorough.
R:                  Unfortunately, they haven't        17 Code: 1
L:
R:  worked well for me in the past.  I don't
L:
R:  think much of them.
```

```
    23
L:
R:  I found the results last time unsatisfactory.      23 Code: 0
    24
L:  Really?  I felt just the opposite.                 24 Code: 1
R:
```

ESSENCE: "No, I don't agree with that opinion."

* see note at back of codebook

Variable	Code	Instruction
55. Request for Agreement with an Opinion or Reason	0 = No 1 = Yes	See box

Does contribution in whole, or in part include a:	Clarification:
Request for Agreement with an Opinion or Reason	Contribution which asks the other if he/she agrees with a particular opinion or reason.

Examples of coding:

	21	
L:	I think this one looks good, don't you?	21 Code: 1
R:		
	22	
L:		
R:	Mmm, hm.	22 Code: 0

	4	
L:	I think the questions are straight-forward,	4 Code: 1
R:		
	5	
L:	don't you.	
R:	Yes.	5 Code: 0

ESSENCE: "I think Wayne Shorter's a good sax player, don't you?

Variable	Code	Instructions
56. Suggestion	0 = No 1 = Yes	See box

Does the contribution, in whole or in part, include a:	Clarification:
Suggestion	Contribution which suggests that the other person do something; may be in relation to speaking or acting. Instruction for the performance of other.

Examples of coding:

	31	
L:	Okay, let's look in MESH for our schizophrenia	31 Code: 1
R:		
	32	
L:	terms.	
R:	Okay.	32 Code: 0

	43	44	
L:	Here it is, sickle cell anemia.		43 Code: 0
R:		Good. We	44 Code: 1
L:			
R:	should also check under vascular disorder,		
		45	
L:		Okay.	45 Code: 0
R:	'cause there might be related stuff.		

ESSENCE: "Maybe you ought to do that."
"Maybe we ought to do that."
"You should do that later."
"We should do that later."
"Would you please do that?"

Variable	Code	Instruction
57. Order	0 = No 1 = Yes	See box

Does contribution, in whole or in part, include an: Order	Clarification: Contribution unequivocally directs the other person to do something; may be in relation to speaking or acting. Instruction for the performance of other.

Examples of coding:

```
    2
L:  Put your name and phone number on this form      2 Code:  1
R:

          3
L:  first.
R:        Okay.                                      3 Code:  0
```

```
    18                                19
L:  Alright "Medicare" is a heading                  18 Code:  0
R:                                Good.  Now         19 Code:  1
L:
R:  check and see if they've got anything on
L:
R:   National Health Insurance.
```

ESSENCE: "Do that"
"You will do that later"
"We will do that later"

Variable	Code	Instructions
58. Request for a suggestion or order	0 = No 1 = Yes	See box

Does the contribution, in whole or in part, include a:	Clarification:
Request for a suggestion or order	Contribution which asks for direction, help, guidance, alternatives for action. Contribution which requests instructions.

Examples of coding:

```
    47
L:                                                  47 Code:  0
R:  Uh, I'm more interested in psychological
                48
L:              Should we look in psych abstracts   48 Code:  1
R:  material.
              49
L:  instead?
R:            Yes, do that for me, please.          49 Code:  0
```

```
    84
L:  Online we can go back 1966 with psych abstracts. 84 Code:  0
R:
    85                                      86
L:                                          Well, all 85 Code:  1
R:  Okay.  How far is it reasonable to go?            86 Code:  0
L:  the way if you want as much as possible.
R:
```

ESSENCE: "What should I/we/you do about this?"

Variable	Code	Instructions
59. Acceptance of a suggestion or order	0 = No 1 = Yes	See box

Does the contribution, in whole or in part, include an: Acceptance of a suggestion or order.	Clarification: Contribution which indicates that a suggestion or order given in the previous contribution (as defined above) will be followed, or adhered to.

Examples of Coding:

```
    3
L:  Put your name, phone number and staff position      3 Code:  0
R:
                    4
L:  on here, first.
R:                  Okay, sure.                         4 Code:  1
```

```
    61                          62
L:  I can't find anything here.                         61 Code:  0
R:                              You could also look     62 Code:  0
                            63
L:                          Okay, I'll just check       63 Code:  1
R:  under organic psychoses.
L:  this other list first.
R:
```

ESSENCE: "I'll do what you say to do."

Variable	Code	Instructions
60. Nonacceptance of a suggestion or order	0 = No 1 = Yes	See box

Does the contribution, in whole or in part, include a: Nonacceptance of a suggestion or order	Clarification: Contribution which indicates that a suggestion or order given in the previous contribution (as defined above) will not be followed, or not adhered to.

Examples of coding:

	57	58	
L:		Well, let's	57 Code: 0
R:	Also check social aspects for me.		58 Code: 1
L:	finish this before we take that up.		
R:			

	31		
L:			
R:	How about if you just put in epidermal		31 Code: 0
	32		
L:	Well, it's not worth it to do a		32 Code: 1
R:	infection.		
L:	broad single term search with the computer.		
R:			

ESSENCE: "I will not do what you say to do"

Variable	Code	Instructions
61. Agreement with a Suggestion or Order	0 = No 1 = Yes	See box

Does contribution in whole or in part include an:	Clarification:
Agreement with a Suggestion or Order	Contribution which demonstrates agreement with a suggestion or order.*

Examples of coding:

```
    19                              20
L:  Why don't we check the index?                    19 Code:  0
R:                                  Sure, that       20 Code:  1
L:
R:  would be fine.
```

```
    34
L:
R:  You should add to that the role of enzymes       34 Code:  0
                    35
L:                  Yes, that would be good, it makes 35 Code:  1
R:  in the process.
L:  it more specific.
R:
```

ESSENCE: "Yes, I think using Index Medicus is a good idea"
"Okay"

* see note at back of codebook

Variable	Code	Instructions
62. Disagreement with a Suggestion or Order	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Disagreement with a Suggestion or Order	Contribution which demonstrates disagreement with a suggestion or order.*

Examples of coding:

	46	
L:		
R:	Why don't you call me about 3 o'clock.	46 Code: 0
	47	
L:	No. That's not a	47 Code: 1
R:	I'll be in my office.	
L:	good idea. We'll talk about it tomorrow.	

	5	
L:	First you should check the card catalogue	5 Code: 0
R:		
	6	
L:	to see if we have these books.	6 Code: 1
R:	No, I'd	
L:		
R:	rather see some citations from the computer	
L:		
R:	first.	

ESSENCE: "No, I don't think looking at the index will help."
"No, I don't think that's a good idea."

* see note at back of codebook

Variable	Code	Instructions
63. Request for Agreement with a Suggestion or Order	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Request for Agreement with a Suggestion or Order	Contribution which asks the other if he/she agrees with a particular suggestion or order.

Examples of coding:

```
    6
L:  First I think you should finish filling out        6 Code: 1
R:
                          7
L:  the forms, don't you?                              7 Code: 0
R:                    Yeah, okay.
```

```
    3
L:
R:  I think you should try it on the computer          3 Code: 1
                    4
L:                  No, I want to have a quick         4 Code: 0
R:  first, don't you.
L:  look at the card catalogue.
R:
```

ESSENCE: "You should do it this way, don't you think?"

Variable	Code	Instructions
64. Restatement or paraphrasing of contribution by other	0 = No 1 = Yes	See box

Does the contribution, in whole or in part, include a:	Clarification:
Restatement or paraphrasing	Contribution which attempts to state again what has just been contributed by the other person, either in whole or in part; stating in the same terms or paraphrasing all or part of what has just been said. Restatement or paraphrasing is <u>not</u> <u>also</u> coded as factual information. The repetition of an answer like "okay" or "yes" should be coded as a restatement <u>and</u> as an acceptance of that answer. Restatement on paraphrasing of information provided to the librarian on a form filled out by the requester is included in this category.

Examples of Coding:

```
    5
L:  So you want traumatic brain injury, its          5 Code: 1
R:
                      6
L:  chronic effects.
R:                  Right, but not stroke.           6 Code: 0
    7
L:  Okay, not stroke.                                7 Code: 1
R:
```

```
    3
L:  Okay, um, endorphin production in the            3 Code: 1
R:
          4
L:  brain.
R:        That's right, particularly the anaes-      4 Code: 0
                                  5
L:                                Anaesthetic        5 Code: 1
R:  thetic properties of endorphins.
L:  properties, okay.
R:
```

ESSENCE: 1. "And so, I just had to go." Code: 0
2. "You just had to go." Code: 1

Variable	Code	Instructions
65. Request for a restatement or paraphrasing	0 = No 1 = Yes	See box

Does the contribution, in whole or in part, include a:	Clarification:
Request for a restatement or paraphrasing	Contribution which asks the other person to state again what he/she has just said, either in whole or in part.

Examples of coding:

```
    18              19
L:  What was that?                                  18 Code:  1
R:                  Amyloidosis of the liver.       19 Code:  0
    20
L:  Oh, amyloidosis                                 20 Code:  0
R:
```

```
    111                     112
L:                          Sure.  If we don't      111 Code:  1
R:  Could you say that again?                       112 Code:  0

L:  have the right index terms, then there's no
R:                              113
L:  way of getting the material
R:                              Oh, okay.           113 Code:  0
```

ESSENCE: "Would you say that again, please?"

Variable	Code	Instructions
66. Acceptance of a Restatement or Paraphrase	0 = No 1 = Yes	See box

Does contribution in whole or in part include an:	Clarification:
Acceptance of a Restatement or Paraphrase	Contribution which indicates that a statement or paraphrase made by the other is satisfactory.

Examples of Coding:

```
    27
L:
R:  So what you mean is that if we don't have        27 Code:  0
L:
R:  the right index terms I won't get the material
          28
L:        Yeah, that's it.                           28 Code:  1
R:  I want.
```

```
    11                                12
L:  So it's amyloidosis of the liver.                11 Code:  0
R:                                That's right.      12 Code:  1
```

ESSENCE: "That's right"

Variable	Code	Instructions
67. Nonacceptance of a Restatement or Paraphrase	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Nonacceptance of a Restatement or Paraphrase	Contribution which indicates that a statement or paraphrase made by the other is not satisfactory.

Examples of coding:

```
                                                        14
L:  You were talking about sexual dysfunction                    14 Code:  0
R:
                                          15
L:  in male paraplegics.
R:                          No, that's not what I was            15 Code:  1
L:
R:  referring to.  Before that, I mentioned
L:
R:  another question concerning prosthetic
                  16
L:                Okay, right.                                   16 Code:  0
R:  devices.
```

```
                                                        46
L:  Uh, you said something about shortcomings                    46 Code:  0
R:
                                47
L:  in Medicare.                                                 47 Code:  1
R:                      Not just in general, but speci-
L:
R:  fically with respect to therapeutic abortions.
```

ESSENCE: "No, that's not what I meant."

Variable	Code	Instructions
68. Request for Agreement with a Restatement or Paraphrase	0 = No 1 = Yes	See box

Does contribution in whole or in part include a:	Clarification:
Request for Agreement with a Restatement or Paraphrase	Contribution which asks if a restatement or paraphrase made by the speaker is correct or satisfactory to the other.

Examples of Coding:

	51	
L:	So what you said was that therapeutic abortions	51 Code: 1
R:		
	52	
L:	should be funded by Medicare, right?	
R:	Yes.	52 Code: 0

	32	
L:	You're talking about hypnotic states with res-	32 Code: 1
R:		
	33	
L:	pect to TV viewing, aren't you?	33 Code: 0
R:	Yeah, that's	
L:		
R:	correct	

ESSENCE: "You said that bats are rodents, didn't you?"

Variable	Code	Instructions
69. Counter number.	0 = ?	Record the counter number for the first contribution. Record every tenth counter number (i.e., 10, 20, 30...) thereafter for the contribution during which it occurs. Record a "0" for all other contributions. The zero point for the counter is the point on the videotape where the narrator finishes saying the interview number. (The narrator identifies each interview just prior to the location on the videotape.)
70. Coder	1. Joe 2. Marianne 3. Faith 4. Joyce 5. Linda	